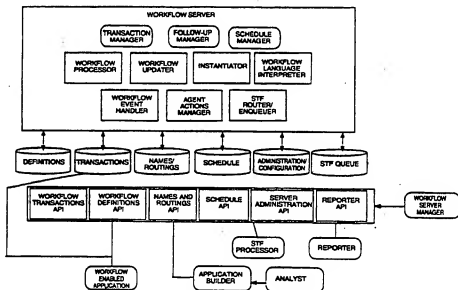




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(57) Abstract

A workflow management system which performs eight key functions: i) notifies the user that he or she has a step to begin or to complete (Names/Routings); ii) provides the user with the proper tools to complete a task (Transaction Manager); iii) provides the user with the proper information to complete a task (Workflow Server); iv) allows the user to see where a task fits in the overall process (Schedule); v) manages the proper reminders, alerts, and follow-ups to keep the process moving (Transaction Manager); vi) automates certain standard procedures; vii) integrates with the organization's existing business systems; and viii) provides simple application program interfaces that allow developers to develop new custom applications that are workflow-enabled (Workflow Updater).